



# State of New Hampshire

Department of Safety  
Division of Fire Safety and Emergency Management  
Bureau of Emergency Management  
Emergency Communications Section  
James H. Hayes Safety Building  
33 Hazen Drive, Room 105  
Concord, New Hampshire 03305



Richard M. Flynn  
Commissioner

Director Bruce G. Cheney, ENP  
Bureau Chief

Earl M. Sweeney  
Assistant Commissioner

Peter A. DeNutte, ENP  
Assistant Director

Enhanced 9-1-1  
Commission Members:

## ENHANCED 911 COMMISSION MINUTES JANUARY 30, 2004

Chairman  
Chief Douglas Aiken  
NH Assoc. of Fire Chiefs  
  
Vice-Chair  
Sheriff James D. Linehan  
NH Sheriff's Association

**PRESENT:**

Douglas Aiken, Chairman  
James Linehan, Vice Chair  
William Wood, Secretary  
Jill Healey Wurm  
Kathryn Bailey  
Frederick Booth  
David Caron  
Mark Violette  
Paul Szoc  
George Valliere

NH Association of Fire Chief's  
NH Sheriff's Association  
NH Bureau of EMS  
Verizon  
NH Public Utilities Commission  
NH Department of Safety  
NH Municipal Association  
MCT Telecom  
NH Federation of Mutual Aids  
NH Police Officer

Secretary  
William Wood  
NH Division of EMS

Kathryn Bailey  
NH Public Utilities Comm.

Marc Violette  
NH Telephone Association

**ABSENT:**

David Lang  
Richard Bernard  
James Valiquet  
Donald Hill

NH Firefighters  
Public Member  
NH Association of Police Chief's  
Commissioner, Dept. Of Admin. Svs.

Jill Healey Wurm  
Verizon

David Caron  
NH Municipal Association

Captain George Valliere  
NH Police Officer

**OBSERVERS:**

Bruce G. Cheney, ENP  
Peter DeNutte, ENP  
Patricia Magoon  
Sean Goodwin  
Richard Fowler, ENP  
Jack O'Connor  
Wanda Hemeon  
Mike Geary, ENP  
John Eon  
Leland Willette  
Amanda Sevin

Executive Director, NHBEM  
Assistant Director, NHBEM  
Audit Supervisor II, NHBEM  
Engineering Tech. V., NHBEM  
Operations Supervisor, NHBEM  
Public Education/Training, NHBEM  
Info Representative, NHBEM  
Training Coordinator, NHBEM  
Verizon  
TDS Telecom  
Administrative Secretary, NHBEM

Major Frederick Booth  
NH Dept. of Safety

Richard Bernard  
Public Member

David Lang  
NH Firefighter

James Valiquet  
NH Assoc. of Police Chiefs

Commissioner Donald Hill  
Administrative Services

Paul Szoc  
NH Federation of Mutual Aids

The Commission meeting held at the James H. Hayes building in Concord, NH  
was called to order at 11:05 a.m. by Vice-Chairman James D. Linehan.

Vacant  
Representative Wireless Telephone Providers

**1. Vice-Chairman Linehan called for a motion to approve the minutes of December 19, 2003. Commissioner Booth motioned to approve the minutes and was seconded by Commissioner Bailey. The minutes were approved unanimously.**

## **OLD BUSINESS**

### **2. Director's Report**

#### **2.A. Report of the FY04 Budget**

a. Patricia Magoon, Audit Supervisor II, updated the Commission on the agency's audit. She stated that Mr. Lon Sevigny, CPA from the Office of Legislative Budget Assistant, Audit Division, has requested more information which Ms. Magoon has submitted. The audit testing is near completion and a final report will be submitted to the Fiscal Committee by March or April.

b. Director Bruce G. Cheney, Bureau Chief, explained that agencies can no longer transfer non-lapsed funds without going to Fiscal Committee.

#### **2.B. Report on FY04 Surcharge Receipts**

a. Ms. Magoon reports that a "Final Return" was recently submitted by a wireless telephone provider with a letter stating the company "has determined that the E-911 surcharge is not applicable to its business or customers and that, therefore, (the company) has been remitting these surcharges to date in error." The company plans to submit a formal request for a refund of all surcharge amounts paid to date. Ms. Magoon submitted this information to Attorney Andrew Livernois, Attorney General's Office, for review.

b. Ms. Magoon reports that she has removed from the surcharge report a long distance, wireless, credit card and broadcasting company.

c. Ms. Magoon stated that she will begin the process of calling wired telephone companies to confirm the status of the company as well as the status of submitting surcharge fees through Verizon.

Chairman Douglas Aiken arrived at 11:15 a.m.

Ms. Magoon received an eleven page listing of telephone companies from the Public Utilities Commission. Commissioner Bailey expects that most of those companies are not currently operating. She will provide Ms. Magoon with a list of companies that submitted an annual report in 2002, which should significantly shorten the list.

## **2.C. Report on Mapping/Addressing**

a. Sean Goodwin, Engineering Technician V, stated that since the last Commission meeting, three towns have changed status. Westmoreland accepted road maps, Holderness accepted address assignments and Merrimack accepted address maps. Mr. Goodwin displayed a map that was created for Merrimack Fire Department which indicates all the fire hydrants in the town.

## **2.D. Report on Phase I & II**

a. Peter DeNutte, Assistant Director, reports that Nextel is 100% Phase II compliant and all other wireless companies are pushing forward. Mr. DeNutte provided the Commission with a list put out by NENA of the top ten states leading in Phase II implementation. He pointed out that New Hampshire is third on the list. Mr. DeNutte also explained that T-Mobile is questioning whether the PSAP is Phase II ready.

b. Director Cheney explained that AT&T has agreed to complete Phase I by March and complete Phase II by August if their FCC penalties are waived.

## **2.E. Report on PSAP Operations**

a. Richard Fowler, Operations Supervisor, reported that five PSAP Supervisors recently graduated from the State of New Hampshire Certified Public Supervisors Program. Currently eight out of ten PSAP supervisors are certified, and he is anticipating the other two will be enrolled in next year's class.

b. Mr. Fowler provided the Commission with a copy of the Hospital Diversion Program statistics. The participating hospitals are pleased with the program, but would like to increase the diversion time from two hours to three.

## **2.F. Report on EMD**

a. Mike Geary, Training Manager, reported that a new paramedic, Bill Kinch, was hired and has started call reviews. The PSAP is at 98.92% compliance. Mr. Fowler explained that the Telecommunicators have responded well to Mr. Kinch and are pleased with his in-depth feedback sessions. Mr. Kinch suggested that PSAP Supervisors conduct feedback sessions for calls with 90% compliance and above. All other feedback sessions will be conducted by Mr. Kinch. Mr. Fowler stated that the PSAP employees have responded well to this procedure. Director Cheney added that he has spoken with Mr. Kinch recently who is amazed that the PSAP, after two months without any call review, has such a high compliance score. Director Cheney believes this is a testament to Mr. Fowler and his supervisory staff.

## **2.G. Status of Training**

- a. Mr. Geary explained that currently there are three positions posted; one Telecommunications Specialist, one Administrative Supervisor for Mapping and one Administrative Supervisor for the PSAP.
- b. Mr. Geary reported that five new Telecommunicators have completed their fourth week of classroom training. He thanked Director Cheney and Mr. DeNutte for acquiring Criticall, rehire testing software. The software simulates live 9-1-1 calls and grades the students as they respond to the computer. The new-hires are scheduled to enter the mentor phase on February 28 and should be on their own by April.
- c. Mr. Geary explained that he has been providing the Commissioner's Office with weekly and monthly status reports which are submitted to the Governor's Office. He has also been working with Donald Keeler, Chief of the Emergency Operations Center, writing Standard Operating Procedures.
- d. Mr. Geary reported that there will be four Seabrook exercises in the coming months to prepare for a graded exercise on November 17, 2004.
- e. Mr. Geary reported that a total of eleven Supervisors have completed the Certified Public Supervisors Program to date.

## **2.H. Status of Public Education**

- a. Jack O'Connor, Public Education and Training Officer, updated the Commission on his recent and upcoming events and tours.

## **2.I. Status of Public Relations**

- a. Wanda Hemeon, Information Representative, reported that the Emergency Management and 9-1-1 newsletter databases have been combined. The newsletter is currently mailed out bimonthly. With all the recent changes to the agency since moving to the Department of Safety, Director Cheney believes it will become necessary to move to a monthly newsletter.
- b. Ms. Hemeon explained that since the last Commission meeting she has not met with the Emergency Interpreter Referral System committee. Commissioner Wood did invite her to attend a meeting with Northeast Deaf and Hard of Hearing, New Hampshire Hospital Association and the Bureau of Emergency Medical Services to discuss potential training for Fire, Police and EMS field service agents.

c. Ms. Hemeon spoke with Mr. Doug Hackett, Hanover Dispatch Supervisor. In an effort to cut down on abandoned calls, the town of Hanover is switching their centrex system from a "9" access number to an "8". Mr. Hackett is hoping that Dartmouth College will respond by switching their access number as well. Ms. Hemeon will be assisting Mr. Hackett with press related details on Wednesday, February 4. Commissioner Wood suggested that as more businesses switch to the "8" access number, there is a need for "8-9-1-1" telephone stickers. Director Cheney asked Ms. Hemeon and Mr. O'Connor to order new stickers.

### **3. Contractor's Report**

#### **3.A. Verizon**

a. John Eon, Verizon E-911 Service Manager, reports that since the last meeting there have been no changes to the ALISA database system. He also reports that there have been no switch upgrades or retrofits since the last meeting.

b. Mr. Eon explained that the problem transferring calls out of the Manchester tandem has been fixed as of January 20, 2004.

c. Mr. Eon reported that there were no diversity violations per Verizon's standards and no major failures since the last meeting. All reports were submitted to Marc Jolin, Technical Support Specialist II.

#### **3.B. TDS**

a. Leland Willette, TDS Technical Support Manager, reported that the status of the Concord and Laconia equipment installation has not changed since the last meeting. Director Cheney explained that the Concord equipment will not be installed until construction is complete on the new Emergency Operations Center. He also explained that Laconia is ready to go, including network capabilities. Director Cheney's next step will be to meet with Commissioner Flynn in regards to closing Concord and opening Laconia.

### **4. Correspondence**

#### **4.A. Commendation letter**

a. Director Cheney provided the Commissioners with a letter dated January 29, 2004 commending a Telecommunicator for his kindness during a 9-1-1 call.

## **NEW BUSINESS**

### **5.A. Discussion on Database Development**

a. Director Cheney reported that the Database Management staff should be prepared to take over the database in May. Two Database positions have been posted and the equipment has been tested. Commissioner Bailey asked if the telephone company cost recovery issue has been resolved. Commissioner Violette explained that the phone companies will not refuse to provide information.

### **5.B. Discuss "cost recovery" cost projections**

a. Director Cheney explained that a Verizon Wireless representative has requested to come before the Commission and explain their position. Mr. DeNutte stated that he has started receiving cost recovery invoices recently. After some discussion it was decided that Verizon Wireless should appear before the Technical Committee. The Technical Committee will then report to either the Hearings Committee or the full Commission.

### **5.C. Discuss separate wireless surcharge**

a. Discussed previously.

### **5.D. Discuss Senate Bill 432-FN**

a. Director Cheney provided the Commissioners with a copy of SB 432-FN and highlighted the bill briefly. He stated that the bill will create a Division of Emergency Services where Emergency Communications, Emergency Management and Health Services will all become Bureaus. A new Assistant Director for Emergency Management will be hired and Mr. DeNutte will be in charge of day-to-day operations at Emergency Communications.

## **6. Adjournment**

a. The next meeting of the Enhanced 9-1-1 Commission will be held on April 23, 2004 at 11:00 a.m. in Concord.

b. Chairman Aiken called for a motion to adjourn. Commissioner Szoc motioned to adjourn the meeting and was seconded by Commissioner Violette. The Commission voted unanimously to adjourn the meeting at 11:57 a.m.

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William Wood, Secretary  
Enhanced 911 Commission